

Frequently Asked Questions about the Survey Database

1. How do I find out if I have Microsoft Access on my PC?

Click on the Start Menu and select "Programs." If Microsoft Access is loaded on your PC, you should see it listed on the Programs menu. If not, select "Microsoft Office" from the Programs menu and check there.

2. How do I find out which version of Microsoft Access I have?

- Start Microsoft Access.
- If a dialog box appears, click Cancel.
- Select "Help" and then "About Microsoft Access" from the menu at the top of the screen. A dialog box will pop up that lists the version of Access that you have.

3. How do I download the database?

Read the "System Requirements and Download Instructions" on the survey download page at the DCH web site.

4. When I try to download the database, the only option I get is "save". What should I do?

If you are trying to download using a browser other than Internet Explorer, your best bet is to use Internet Explorer to download. If Internet Explorer is not available on your PC or if Internet Explorer doesn't allow you to select "open" or "run", follow these steps:

- Retry the download. Go ahead and select the "Save" option and click OK.
- When the "Save" dialog box appears, write down the name of the file for future reference. This file is a "setup file" that you will use to install the survey database.
- Specify the Desktop as the "Save-In" location.
- Click the "Save" or "OK" button.
- Find the icon for the downloaded setup file on your Windows Desktop.
- Double-click the desktop icon. The database will be installed in the DCH folder on the C drive.
- IMPORTANT: After you close the database, **delete** the desktop icon.
- The survey database will be located in the C:\DCH folder. You must start Microsoft Access to open it. Check the "System Requirements and Download Instructions" on the survey download page if you need further information about how to open the database.

5. Why do I get an "unrecognized data format" error or "compilation errors during conversion" error when the database opens?

You are trying to open the database with Access 97. Access 2000 or a later version is required.

6. I have Access 2003. Every time I try to open the database, I get a series of security warning messages. Is it safe to open the database? Can I disable the warning messages?

When you open the database in Access 2003, you may get one or more of the following warning messages:

"To block unsafe expressions, Microsoft Jet 4.0 Service Pack 8 or later must be installed."

"This file may not be safe if it contains code that was intended to harm your computer."

"Security Warning: Unsafe expressions are not blocked."

The survey database is not harmful to your computer, so you can safely ignore these messages. If you prefer to permanently disable the warning messages, follow the instructions below:

- Exit Access.
- Restart Access but do not open the database.
- Select "Tools", "Macros", and "Security" from the menu.
- In the security dialog box, set the security level to "Low" and click OK (if the security level is already set to "Low", set it to "Medium", click OK, and start over beginning with step c above). If you get a prompt asking about evaluating unsafe expressions, answer "Yes".
- Exit Access and restart it.
- These changes will set macro security back to what it was in Access 97 and Access 2000.

Disclaimer: Any modification of the security level is entirely up to you. DCH will not be liable for any damages due to this change.

- 7. I have Access 2003. I cancelled the security warning messages, but I still get error messages when I try to use the database (for example, "The object doesn't contain the automation object, filter"). What do I do now?**

Try disabling the security warning messages. See the instructions in the answer to the previous question.

- 8. Can I move the database from C:\DCH to another location?**

Yes. See the "System Requirements and Download Instructions" on the survey download page at the DCH web site.

- 9. Can I rename the database?**

Yes

- 10. I'm responsible for entering data for more than one facility. Can data for multiple facilities be entered in the same file?**

No. You must enter the data for each facility in a separate database. Follow the steps below to create a separate database for each facility. This should be done after you have downloaded the database from the DCH web site, but before you enter any data.

- a. Close Microsoft Access if it is open.
- b. Go to the C:\DCH folder in Windows Explorer.
- c. Select the downloaded file and press Ctrl-C or click the Copy button.
- d. Press Ctrl-V or click the Paste button as many times as needed to create a copy of the database for each of your facilities.
- e. Rename the new files as appropriate. Click on each file and press F2. Then enter the new name.
- f. If you have *already* entered data for one hospital in the survey database, go to the C:\DCH folder and rename the downloaded file. Then download another copy of the file from the web site (if you download without renaming the file, the new database will **overwrite** your existing database). Go back to the C:\DCH folder and make as many copies of the new file as needed.

- 11. How do I delete a row in the Patient Origin sub-form or one of the other sub-forms?**

To delete a row, click in the gray area to the left of the row and press the delete key. Answer "Yes" to the prompt.

- 12. When I closed the database and reopened it, my entries were missing. What happened?**

You may have downloaded the survey database again *after* you entered your data. Whenever you download, a blank database will replace any existing database for the same survey year in the C:\DCH folder. If you did overwrite the database that contained your survey data, you will need to re-enter that data. Another possibility is that you entered data on one copy of the database and then opened a different copy. Try to locate the database in which you entered the data. It should be listed in the dialog box that pops up when you start Access. Also see the next question.

- 13. I've made entries on a survey form. How do I save my work?**

Your entries are automatically saved when you switch to another form or close the database. You can save your data while you are still working on a form by clicking the Save Record button on the button bar.

- 14. I've completed the survey and the signature form. How do I submit the survey electronically?**

To submit your database to DCH, click the "Upload" button on the survey Opening Screen and follow the on-screen instructions. When you click the "Upload" button, the database will be sent to DCH electronically over the Internet. The file will be transmitted to DCH using a file transfer program called "FTP". Please do not submit your survey in paper form or via email.

- 15. Why don't you accept survey submissions via email?**

As security restrictions have been tightened in recent years, email has become more and more unreliable as a mechanism for transmitting files over the Internet. DCH is now using FTP as the method for submitting surveys because FTP is less vulnerable to security issues. Another advantage of using FTP is that the "Upload" program will confirm that your survey was received by DCH.

16. What is FTP?

FTP (File Transfer Protocol) is a method for electronically transferring files over the Internet.